

**MN Department of Human Services  
Office of Enterprise Architecture/Technology**  
Response to Questions from Vendors for SOW 3217  
DHS Enterprise Systems Modernization,  
Integrating Health Care Phase 1  
October 10, 2013

## **STATEMENT OF WORK (SOW) 3217 ADDENDUM**

**Addendum No.:** One

**Date of Addendum:** October 10, 2013

**Due Date, Time:** October 21, 2013, 4:30 p.m. Central Time

**Project Title:** DHS Enterprise Systems Modernization, Integrating Health Care Phase 1

### **SCOPE OF ADDENDUM**

The purpose of this addendum is to REVISE the Statement of Work (SOW) and to answer questions received from potential Responders.

[Deletions are struck out and Additions are underlined.]

**The SOW is revised as follows:**

**Revision 1: Desired Skills for Cúram Business Analyst, page 8**

- Experience implementing Cúram's Income Support product suite, Medicaid preferred
- Experience implementing Cúram in the United States
- Experience in implementing systems in the Human Services area (Income Support, Income Support for Medical Assistance)
- ~~Cúram Developer Certification (CCD or IBM equivalent)~~
- Curam Certified Professional (CCP or IBM equivalent)
- Experience using CER 6.0 or higher

**Revision 2: SOW Evaluation Process, page 10**

Step 3: Reference checks and/or interviews as time permits before October 29, 2013.

**This addendum shall become part of the Statement of Work and MUST be signed and returned with Contractor's Proposal.**

COMPANY NAME: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

PRINTED NAME & TITLE: \_\_\_\_\_

DATE: \_\_\_\_\_

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**Questions and Answers**

1. What version of FileNet do you have?

*Answer: MNsure FileNet is version 5.2 and the DHS EDMS is version 3.5.*

*The answers to questions 2-8 regarding FileNet refer to the version 5.2 instance:*

2. Is the current FileNet installation stable?

*Answer: Yes, though it has been little used so far.*

3. Is current FileNet installation scaled for additional load?

*Answer: No, based on expected volume there will be a need to accommodate additional load.*

4. Is there existing process for document ingestion?

*Answer: Yes, the current process includes scanning, faxing, EPContent, and manual uploads.*

5. Is the document classification defined?

*Answer: Yes, some are defined but we expect more will require definition depending on business need.*

6. Is the document security defined?

*Answer: Security is associated with document class definitions and it varies with each document class.*

7. Are there auditing requirements defined?

*Answer: No, every event is currently recorded into FileNet audit tables.*

8. Is the current architecture using FileNet as a repository only or is there workflow component?

*Answer: Currently there are some simple workflows.*

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9. Is your need for a FileNet resource, part-time or full-time?

*Answer: DHS expects to need a part-time FileNet resource.*

10. Page 10 of the Statement of Work (SOW) wants the bidder to submit Work Plan. Is it a proposed scheduling/project-plan of the deliverables/tasks as required by the SOW?

*Answer: The work plan is component of the response to "Project Deliverables and Responsibilities Expected of the Selected Vendor" where the vendor should explain how they intend to approach the project described in the SOW. A full project plan is neither practical nor required as part of the response but a schedule should be included.*

11. Will DHS award this to one vendor, or may this be awarded to multiple vendors?

*Answer: DHS intends to award to a single bidder.*

12. We assume the candidates' interviews will be conducted telephonically, is this correct?

*Answer: Correct, DHS will conduct interviews telephonically.*

13. Is the requirement only for Business Analyst with Curam experience or vendor needs to support other positions as well?

*Answer: See the section entitled "Responsibilities Expected of Vendor," a team with multiple roles is required.*

14. Does the Department of Human Services (DHS) have a specific number of resources in mind for each position (i.e., Technical/Solution Architect, Business Analyst and Developer) for this phase of the initiative? If so, please share staffing numbers.

*Answer: DHS does not have a specific number in mind, but requires at least one of each resource type.*

15. Will a Project Manager be dedicated to this effort with reporting channels to a program/project manager on the other DHS initiatives?

*Answer: DHS has assigned a project manager within the DHS/MN.IT reporting structure. The assigned project manager has existing communication channels within DHS. Vendors may propose a project*

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*manager as part of the proposed team if the need exists in the vendor's opinion. If additional resources like a project manager are included in the proposal, vendors should include costs for such resources.*

16. Will representatives from the State of Minnesota be available to meet with a representative from the selected vendor on a regular basis to insure that objectives are being met?

*Answer: Yes, regular meetings between vendor and state project management are expected.*

17. Can you supply a list of approved tools to comply with "the vendor must use only approved project tools for development activities."

*Answer: Current development tools include the following: Eclipse, IBM's RSA, H2, Oracle Database 11g, WebSphere 8.0, Tomcat, TortoiseSVN, Putty, and WINSCP. Any suggested supplemental or replacement tools will require approval by the State before they may be put into use.*

18. The deliverables require training in agile in addition to choosing a project methodology. Does the State intend to use Agile for this project throughout the life cycle? Are there reasons why agile may not continue to be used?

*Answer: The deliverable is for the vendor to propose a project methodology that incorporates agile development principles. The vendor will propose a methodology based upon the evaluation and assessment of the project, resources, and other factors described in the SOW.*

19. Is the Quality Assurance team from the state local, remote or offshore? What is their availability?

*Answer: State Quality Assurance personnel are local and available during normal business hours. Vendors may propose additional quality assurance as part of the proposed team if the need exists in the vendor's opinion. If additional resources are included in the proposal, vendors should include costs for such resources.*

20. Is this a time and materials contract or a fixed bid contract?

*Answer: See page 10-11, Response Requirements section for required components of the cost proposal. DHS expects to negotiate contract payment terms (Time and Materials, Deliverables-based, Incentive, etc.) as part of contract negotiation process.*

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21. Please confirm that DHS expects needing to utilize all the selected resources throughout the entire duration of this project? If not, what is the anticipated duration needed for each of the different positions listed in this SOW? Can proposed team members be phased into the project or are all team members expected to start on the same day?

*Answer: The vendor should plan to staff the project effectively to accomplish the work. Responders may wish to include information about resource start and end dates in the response to "Project Deliverables and Responsibilities Expected of the Selected Vendor" where the vendor should explain how they intend to approach the project described in the SOW.*

22. If a team member is no longer available when the DHS awards the contract, can a new team member with equivalent experience replace the original proposed team member?

*Answer: DHS will be evaluating the experience of each candidate as well as the common experience of the team members so a replacement of a proposed individual could prompt a rescoring of the vendor response and revised award. Page 10, Response Requirements, requires the vendor to disclose any constraint's on resource availability as part of the vendor response.*

23. Please confirm that vendor assigned resource(s) will be working at the direction and under the supervision of a DHS Project Manager.

*Answer: See question and answer 15. The assigned project manager will have not more than 25% availability to the team secured through this procurement. Vendors may propose a project manager as part of the proposed team if the need exists in the vendor's opinion. If additional resources like a project manager are included in the proposal, vendors should include costs for such resources.*

24. Please confirm that it will be acceptable for vendors to simply provide just the hourly billing rates along with resumes in order to satisfy the "Cost Proposal" if vendors are pursuing this SOW on a Time and Materials basis?

*Answer: The cost proposal must include a deliverables-based cost breakdown. DHS expects to negotiate contract payment terms (Time and Materials, Deliverables-based, Incentive, etc.) as part of contract negotiation process.*

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25. Can vendors respond to just one of the positions, or are vendors required to provide resources to all the positions listed in the SOW?

*Answer: The vendor is expected to provide a team including all the positions described in the SOW. See page 5, Responsibilities Expected of Vendor.*

26. Is the purpose of this SOW to extend/renew existing or current contractor resources that are already providing services to DHS?

*Answer: No.*

27. Will selected vendor resource(s) be required to perform off-hours, on-call support work?

*Answer: No.*

28. Does DHS anticipate any travel required to perform the duties outlined in this SOW?

*Answer: Infrequent travel within the metro area may be required on a very limited basis. DHS will arrange travel to any locations outside of the metro area that may be required, although such travel, if required at all, is expected to be very infrequent.*

29. Please confirm whether selected vendor will be paid on an hourly basis for services provided under this contract, based on MnDHS approved contractor time sheets, or if selected vendor will be paid based on completed/signed-off deliverables?

*Answer: DHS expects to negotiate contract payment terms (Time and Materials, Deliverables-based, Incentive, etc.) as part of contract negotiation process. Vendors should ensure that their cost proposal comply with the requirements listed one page 11 of the SOW.*

30. Please confirm that DHS will provide selected contractor resource(s) with the laptop/desktop computer, hardware, software, and peripherals needed to perform the duties outlined in this SOW.

*Answer: Correct, DHS will provide selected resources with all necessary hardware/software and computers to perform the responsibilities outlined in this SOW.*